



Comisiynydd y
Gymraeg
Welsh Language
Commissioner

The Welsh Language Commissioner's Public Data Protection Policy



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Background

The principal aim of the Welsh Language Commissioner, an independent body established by the Welsh Language (Wales) Measure 2011, is to promote and facilitate use of the Welsh language. This entails raising awareness of the official status of the Welsh language in Wales and imposing standards on organizations. This, in turn, will lead to the establishment of rights for Welsh speakers.

Two principles will underpin the work:

- In Wales, the Welsh language should be treated no less favourably than the English language
- Persons in Wales should be able to live their lives through the medium of the Welsh language if they choose to do so

Contact Details:

- Phone: 0345 6033 221
- Email: post@welshlanguagecommissioner.org
- Website: welshlanguagecommissioner.wales

Welsh Language Commissioner
Uned 2, Bloc C
Doc Fictoria
Caernarfon LL55 1TH

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1 Purpose

- 1.1 This policy outlines the arrangements that have been put in place by the Welsh Language Commissioner to ensure compliance with the Data Protection Legislation¹. It also includes details of how to submit a request under the legislation.

2 Your rights and how to submit a request

- 2.1 The Commissioner is committed to complying in full with the Data Protection Legislation and will follow the rights that the legislation gives individuals. Under the data protection legislation, you have rights over your information. You have the right to ask the Commissioner for a copy of the information the Commissioner holds about you.
- 2.2 You also have the right to ask the Commissioner to:
- correct any misinformation it holds on you;
 - delete the information the Commissioner holds about you in some circumstances
 - stop using your personal information for certain purposes
- 2.3 The Commissioner will make all reasonable efforts consistent with the Commissioner's legal duty to supply, correct or delete personal information about you on its files. In some cases, the Commissioner may not be able to comply with your request. If this is the case, the Commissioner will tell you and explain why.

Submitting a request

- 2.4 If you request a copy of your information, it will need to be in writing. You may be asked to prove your identity with two pieces of approved identification information. Once these are received by the Commissioner, a response will be sent to you within one month.
- 2.5 If you apply to correct your information, you can do it verbally or in writing. The Commissioner will try to respond to you within one month. In some cases, the Commissioner may not be able to comply with your request. But if this is the case, he will tell you and explain why.
- 2.6 The Commissioner will not charge you a fee for dealing with your request for a copy of your personal information (unless your application is obviously unfounded or excessive, for example if you make repeated requests).

¹ **Data Protection Legislation** means the Data Protection Act 2018 and any applicable law or regulation relating to the processing of personal data and privacy as amended, that enactment is reviewed or changed from time to time, including with the implementation of the General Data Protection Regulation ("GDPR") (EU) 2016/679].

- 2.7 You should send your application to the Director of Governance and Corporate Services at the address below:
- by email to the attention of the Director of Governance and Corporate Services via: post@cyg-wlc.wales; or
 - by post to:
Limited: Personal
Director of Governance and Corporate Services
Welsh Language Commissioner
Uned 2, Bloc C
Doc Fictoria
Caernarfon
LL55 1TH.

3 Commissioner's Arrangements

Responsibilities

- 3.1 The Welsh Language Commissioner, as Accounting Officer, is accountable and responsible for Information Governance, and is ultimately responsible for determining policies which are relevant to information held by the Commissioner. The Accounting Officer provides assurance, through the annual Governance Statement, that all risks to the Commissioner, including risks relating to information, are managed and mitigated effectively.
- 3.2 The Directors are responsible for ensuring that information which falls under the scope of their responsibility fully complies with those policies and procedures determined by the Welsh Language Commissioner, including information processed by contractors, partners or other authorities working under any agreement with the Commissioner.
- 3.3 All officers are responsible for processing information according to information governance policies, procedures, guidance and the general framework determined by the Welsh Language Commissioner.
- 3.4 The Director of Governance and Corporate Services, who also acts as the Data Protection Officer, is responsible for administering all subject access requests made to the Commissioner. This officer also provides a contact point for all the Commissioner's officers seeking advice on data protection issues.

Training

- 3.5 The Commissioner will ensure that all officers receive training which is appropriate to their responsibilities under this policy along with its related procedures and guidance.

- 3.6 The Commissioner will also ensure that contractors and organisations working under service level agreements and partnership agreements are aware of their responsibilities to the Welsh Language Commissioner as data processors and have adequate arrangements to ensure that they can properly meet their responsibilities.

Monitoring, reviewing and reaching a decision

- 3.7 The Commissioner keeps a record of all requests to disclose personal data made under the Data Protection legislation and the steps taken in relation to each request.
- 3.8 The Commissioner has procedures for undertaking systematic reviews of its arrangements for administering and managing personal data.
- 3.9 The Commissioner will record every complaint made regarding data protection arrangements and will ensure that any lessons learned following any such complaints are used to improve policies and procedures.
- 3.10 This policy will be reviewed every two years¹ in order to ensure that it remains current, effective and considers any emerging good practice. Where new legal directives come into force, the policy will be reviewed in accordance with the start date of that legislation.

Complaints or enquiries

- 3.11 Should you have a complaint about the way in which the Commissioner has responded to a request for information under the Freedom of Information Act, you should ask the Commissioner to review its decision. A review will be held within 20 working days of receiving an appeal.
- 3.12 For further information, please refer to the *Complaints Procedure for Actions or Omissions in relation to exercising the Commissioner's Functions*. The review will be undertaken by the Commissioner's appropriate officers. Should you remain dissatisfied, you may raise the matter with the [Information Commissioner's Office](#).

4 The Welsh Language Commissioner's other public information governance policies

Privacy Notice

- 4.1 The Commissioner's privacy notice lets you know what to expect when the Commissioner collects personal information including: the Commissioner's purpose for processing the information, retention periods and who the information will be shared with.

Information Retention and Disposal Policy

- 4.2 The Commissioner's Information Retention and Disposal Policy determines for how long a record needs to be kept and the steps that should be taken when it has no further use.

Welsh Language Commissioner's publication scheme

- 4.3 The Welsh Language Commissioner's publication scheme explains what information on the Commissioner and its work is released to the public as a matter of course.